

Management Skills for Supervisors

Interpersonal Communication and Conflict Resolution

26 Hours

3 **2027S CESS 151 101**
January 11 - March 12, 2027
Online - Asynchronous
Registration recommended by
Thursday, December 31, 2026.
Prince George Campus

4 **2027I CESS 151 102**
February 23 - February 26, 2027
In Person
Tuesday to Friday | 8:30am - 4:00pm
Registration recommended by
Monday, February 15, 2027.
Prince George Campus

4 **2027I CESS 151 101**
May 10 - June 9, 2027
Online - Synchronous
Monday & Wednesday | 6:30pm - 9:30pm
Registration recommended by
Friday, April 30, 2027

Course Overview

$665*

There is no doubt that we all need to have difficult conversations at times, especially as a manager. If you want to better handle difficult conversations and achieve positive outcomes, you will appreciate this practical course. Cover common factors in miscommunication, concepts of motivation, intention, and perception, and learn all five conflict-handling styles and identify when to use them.

You will become a confident communicator through the development of listening, assertiveness, questioning, paraphrasing and feedback skills.

Approximately one week before the course starts you will receive a confirmation email that provides additional course details

Textbook:

Course materials are provided.

*Tuition is subject to applicable student fees and taxes.

Ready to Register?

Request for Registration;
and/or Sponsor an Employee Form

FOR MORE INFORMATION:

P 250 561 5846
E continuinged@cnc.bc.ca
cnc.bc.ca/ce

Please register before the recommended date as courses under-enrolled as of this date may be cancelled. Registrations after this date will be accepted if space is available.

CNC College of New Caledonia